

At the Center

Committed to Quality Care & Courteous Service

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A Message from Dr. Christina Ghaly, Interim CEO

Fall this year is fulfilling its reputation as a time of transition. On September 15th we will be saying good-bye to our esteemed Chief Medical Officer (CMO), Dr. Stephanie Hall, who will be taking on a new role as the CMO of the Keck Hospitals of USC. Dr. Hall's daily presence will be missed facility-wide but her numerous contributions in clinical quality, regulatory affairs, risk management, and graduate medical education, among other areas, will be felt across the Medical Center for years to come. Please join me in wishing Dr. Hall all the best in this next exciting phase of her career. While we search for a permanent replacement, Dr. Hal Yee, the Department of Health Services' CMO, will serve as the interim CMO **At The Center**. I am confident you will enjoy getting to know Dr. Yee over the coming months.

The time of transition extends to my family as well. My husband and I are expecting the birth of our third child on September 10th; our son and daughter are excited to meet the "surprise" that is to come. While I am on maternity leave, Henry Ornelas, our Chief Operating Officer, will serve as the Interim CEO. Henry's deep knowledge of the facility and vast experience are valuable in this time of change.

Our primary care clinics are also in the midst of an exciting time. In preparation for the transition of our Healthy Way LA patients to Medi-Cal (Medicaid) managed care in 2014, each of our primary care clinics is in the process of adopting a patient-centered medical home model of care. This involves empanelling our managed care and continuity primary care patients to a single provider, something that has not previously been done at LAC+USC. It also involves rolling out the use of IT tools that can help clinic staff manage panels of patients more effectively, working on integration of specialty services into primary care clinics, and building up clinic staffing needed to optimally manage the comprehensive primary care needs of a complex patient population. With the added benefit of e-Consult, now functional in 14 specialties (*Cardiology, Dermatology, Diabetes, Echocardiograms, Endocrinology, Gastroenterology, Gynecology, Hepatology, Nephrology, Neurology, Obstetrics, Ophthalmology, Podiatry, and Urology*), primary care providers (and soon all providers referring into specialty care) have access to a valuable tool that can help provide expedited specialty care consultation and access for often complex patients. Thanks to all of our staff for their support and enthusiasm in this time of change!

LAC+USC Medical Center



July/August 2013

Right Care, Right Time, Right Cost, Right Here *At The Center!!!*

By Carol Bloch, PhD, RN, CTN-A, CNS
Carolyn Bloch, PhD, RN, CTN-A, CNS

The multidisciplinary Marketing and Education Committee, chaired by Margaret Berumen, is planning the transition of patients from the Healthy Way LA program to Medi-Cal Managed Care. In September 2013, our patients will be sent information on enrolling into the healthcare plan. In order to assist our patients, the Ambulatory Care Services Department is conducting in-service classes for employees on how to assist the patients to enroll. The class will prepare the employees on how to respond to the questions patients may have regarding this process. Upon completion of the class, employees will be given a badge to wear as a reference guide should the patients stop an employee in the facility and ask questions about enrollment. The badge has the exact location, business hours of the sites on campus and telephone numbers to our Member Services and/or Patient Financial Services representatives. In addition, **Transition Together** posters in English and Spanish will be placed in strategic locations around the facility highlighting the enrollment.



Healthy Way LA and
LAC +USC Medical Center

HWLA
Transitioning to
Medi-Cal
Managed Care



The change from Healthy Way L.A. to Medi-Cal Managed Care may be a little confusing for patients so all of us need to make sure this transition is easy and well understood. We want our patients to stay with us for continued care and recruit new patients that can benefit from the array of services we have to offer at our facility. Staff participation will be critical in supporting this transition and will be greatly appreciated.

Move Over Dorothy & Toto: ORCHID's SMEs Going Back To Kansas City

Philip Gruber, M.D.

Chief Medical Information Officer

Assistant Professor of Clinical emergency Medicine

Phillip L. Moore III, M.P.A.

Director, Clinical Affairs and Program Development



With Courage, Heart and Brains, the LAC+USC ORCHID team is returning to Kansas City in October to continue their design work for the new ORCHID electronic health record project. The Subject Matter Experts (SMEs) travel down the yellow brick road to implementation with dedicated participation by providers and staff within the Department of Health Services (DHS), including more than 50 staff *At The Center*.

ORCHID workgroups continue to meet weekly since returning from their July trip to Kansas City where they mapped out the plan with Cerner leadership. LAC+USC providers are especially fortunate since our affiliate hospitals (*Keck Hospital of USC, USC Norris Comprehensive Cancer Center, and Children's Hospital of Los Angeles*) also use the Cerner electronic health record, ensuring a minimal learning curve our providers.

In addition to housing the ORCHID team on our campus in Building 10, LAC+USC has hosted several multi-day events where the ORCHID team collaborates with their colleagues from other DHS facilities. The Medication Process workshop occurred on August 27-29, the Order Set workshop on September 10-12 as well as upcoming workshops on Regulatory Compliance and the ICD-10 transition. STOP, LOOK and ASK any ORCHID team member wearing their distinctive ORCHID purple logo badges about the project and welcome them to our campus – they are not just helping implement software they are changing the way we do business that will affect us all for the next decade.

Visit the ORCHID website link located on the LAC+USC intranet home page for up-to-date information. There you will find information about Domain Expert conference calls where ORCHID design discussions are taking place, progress to date for your clinical area and each local ORCHID team representative. You can contact the Chief Information Officer – Oscar Autelli oautili@dhs.lacounty.gov or the Chief Medical Information Officer at pgruber@dhs.lacounty.gov for any matter related to the ORCHID project.

Cleanliness Counts . . . 66%, 74%, 83%

By Allan Gerber

Director, Environmental Health Services

"I want to make sure I do a good job for the hospital to be clean"
Rodolfo Lopez, custodian, 40 years County

National Healthcare Environmental Services Week is September 8th through 14th. This is a good time to recognize our EVS workforce *At The Center* for their contributions throughout the year in trying to maintain facility sanitation and assisting in the process of reducing hospital acquired infections. This is also a good time to remind everyone that hospital cleanliness is part of everyone's job but we have our EVS team leading the charge in this critical effort.

With Healthcare Reform coming soon, it is essential that our patients, family members and guests be confident in our house that the cleanliness and general hygiene practices of the staff are at the highest quality level. Hospitals throughout the nation with higher infection rates will incur greater non-reimbursable financial losses. In addition, this potential revenue reduction could lead to loss of patients and an impact on our customer satisfaction ratings.

Front line custodians have the ability to make a positive impact in our Press Ganey customer satisfaction scores. For instance, the patient can have a more pleasurable stay in the facility

A.I.D.E.T.

introduce, Duration, You) process. Often information with the care and treatment that share with others. When this

memorable and memo-

by using the (Acknowledge, In- Explanation, Thank times, patient's share EVS staff about their

they do not always information is not of a positive nature, there is still a chance for service recovery if the patient's issues can be addressed in an appropriate manner before they are discharged.

"EVS cleanliness scores increased to 83%"

Over the past few years we cant focus on customer proving patients over-experience. The EVS improvements can be facility appearance as average Press Ganey patient scores. Over the past three years the average Press Ganey mean score for patient room cleanliness has risen from 74.5% to 83.4%.

there has been a significant satisfaction and improvement in housekeeping Department's improvement seen in the overall patient room cleanliness

"A.I.D.E.T. helps in patient satisfaction"

The EVS team continually strives to improve their Press Ganey scores and review their satisfaction ratings weekly. With the addition of new supervisors and staff being hired to fill current vacancies, obtaining even greater success will be more obtainable. The department goal is to be ranked among the highest for all hospitals nationwide within our peer group and we know that our dedicated EVS Team will have no problem accomplishing this goal!!!

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To submit stories, please email Phillip Moore at phmoore@dhs.lacounty.gov